



NetSupport

The NetSupport Education Range

NetSupport School

NetSupport Assist

NetSupport Notify

NetSupport Protect

NetSupport DNA

NetSupport ServiceDesk

Member of

BESA

www.netsupportsoftware.com

Education Overview

Schools now have a greater investment in ICT than ever before and the challenges of maintaining the technology, supporting teachers and protecting students continue to grow. Today's increasingly PC savvy students and the growing reliance on the Internet present several challenges to administrators and teachers who are required to manage computer use, ensuring lessons are delivered in an effective and as focused environment as possible.

Since 1989 NetSupport has been developing software solutions that help educators and trainers meet these challenges. Today, NetSupport's technology has a worldwide installation base and its products are the market leaders in many countries.



Classroom Management for Windows and beyond

The need for both managing the use and leveraging the value of technology in today's modern classrooms has never been greater and in recent years Classroom Management software has established itself as the perfect teaching aid to ensure the best learning outcomes.

NetSupport School supports teachers and trainers with a wealth of dedicated assessment, monitoring, collaboration and control features. With desktop, tablet and smartphone versions, every customer is also guaranteed a future-proofed answer to their teaching challenges. Fully compatible sister product, NetSupport Assist, delivers support for Mac and Linux environments.

School-wide Desktop Alerting and Notification

The need to deliver reliable and effective messaging to students has never been more essential as part of the day-to-day management of a school infrastructure. With students and staff potentially utilising a mixture of hardware and technology, the ability to simply and quickly deliver messages direct to their devices provides a number of benefits to the faculty.

NetSupport Notify provides an extra level of security within an education establishment for both critical security alerts as well as routine student communication. It does not rely on any external services, does not have any ongoing delivery costs, and perhaps most importantly, does not require regular management of contacts.

Desktop Security and Lockdown for Windows®

Children want to learn, and often the best way is to experiment. Lab computers may be used four or five times a day for different classes, so they really can't afford to endure too much practical experimentation. Simple to use, safe, and secure, NetSupport Protect is the ideal choice of IT administrators and technology coordinators. Presented in a simple and intuitive interface, system control can be configured in minutes and allows either individual or central control of security settings.

IT Asset Management

IT Asset Management has become a critical function of network administration - for any size or type of organisation. Schools, however, can often be put off by the complexity and cost of some high-end solutions. This shouldn't be the case, after all, if network managers and school technicians don't know how many desktops they have, where they are located and what hardware and software is installed, it stands to reason that they can't possibly support them efficiently or make informed investment decisions.

NetSupport DNA facilitates central management of your PCs in a secure, coordinated and efficient manner, enabling you to conduct instant and accurate audits of your key IT assets.

Incident Management and Helpdesk

Education has invested massively in technology – both in and out of the classroom. Providing effective support for users of IT assets is therefore high on the agenda. The days when logging an incident relied upon bumping into the "IT guy" in the corridor are long gone!

NetSupport ServiceDesk is an easily accessible browser-based helpdesk solution that helps you effortlessly track, organise, manage and answer the toughest desktop support challenges.

NetSupport School

Classroom Management for Windows and beyond

NetSupport School helps improve the efficiency of ICT teaching by delivering a suite of tailored features developed with teachers, for teachers. NetSupport School provides the ability to orchestrate and deliver lesson content, work collaboratively and monitor student PCs, ensuring that complete student attention and focus is maintained at all times. There are no hidden extras: all features are included as standard including dedicated Teacher, Classroom Assistant and Technician modules.

Our classroom management software is also designed to work flawlessly over both wired and wireless networks with desktops, laptops or tablets and for use in traditional PC, thin client or virtualised environments.

Manage

One key strand of classroom management is exactly that, "managing" the students and their devices, to maximise time spent on teaching. NetSupport School allows a teacher to:

- Power on or off and Log in/Log out all classroom computers from the teacher's PC.
- Use layouts of students on their screen to match the layout of the physical classroom.
- Register standard and custom student information at the start of the lesson.
- Blank all Student screens to gain attention and also lock the students' mice and keyboards.
- Give individual students visual rewards to encourage effort or behaviour.
- Use a one-click "Request Assistance" option from their toolbar if technical support is needed.
- Manage and control classroom printer usage.
- Prevent data being copied to or from USB storage and CDR/DVD devices.
- Hand out and collect files in the classroom.

Monitor and Control

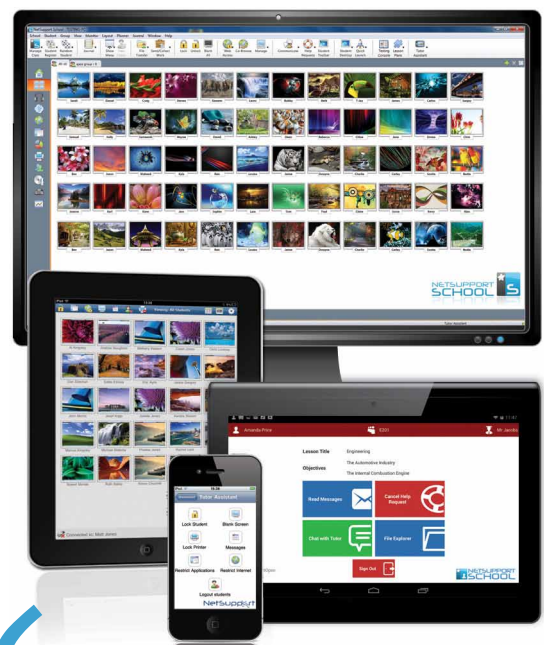
Being able to monitor student activity is the cornerstone of good classroom management software. Not only does it ensure students stay on task, but it is also a key foundation for an effective e-safety implementation:

- Monitor the entire class in a single view with adjustable thumbnails. Zoom in on a selected student for an optimised high-definition thumbnail.
- Remotely control the student screen to instruct or remedy activity. NetSupport Remote Control is a feature-rich component in its own right.
- Monitor and control all student application and internet use.
- Force SafeSearch on for supported search engines, preventing inappropriate content being returned within search results.
- Real-time monitoring and control of specific Messenger applications, presenting the teacher with a real-time view of chat activity and content.
- Keyboard monitoring provides teachers with a concurrent insight into student activity and topic understanding as well as being an important building block in detecting e-safety issues and identifying inappropriate behaviour.
- Ideal for the modern language lab, real-time audio monitoring allows a teacher to see in an instant which computers have live audio activity. Listen to the audio being played and a student's microphone feed on a specific PC. Correct pronunciation or simply chat with each student without disrupting the lesson.

Instruct and Demonstrate

Being able to actively engage and keep the class on track within an IT classroom can be challenging. NetSupport School makes it easier for teachers with real-time instruction tools, a virtual whiteboard and a bespoke teacher toolbar.

- Show the teacher's desktop to all or selected students.
- Use Audio mode to speak to students during a show.
- Show a student screen to the rest of the class.
- A simple whiteboard, supported by a wealth of drawing tools, is integrated directly within the teacher software for improved collaboration.
- A nominated Student can be assigned certain teacher rights and act as a Group Leader until such privileges are revoked.
- Open a chat discussion that all or selected students can join, enter their comments and share with the rest of the class.
- When the teacher application is minimised, a convenient toolbar is provided for quick access to key NetSupport School features. The toolbar is optimised for use with interactive Whiteboards.



"With over 1,000 students attending our school, we want to ensure that our computers are used for educational purposes only. NetSupport School helps us monitor the students and keep them on task! We have fewer computer problems and labs are running smoothly!" Rock Hill School District, South Carolina, USA

NetSupport School

Test and Assess

NetSupport School includes many features that aid the delivery of teaching best practice in the classroom:

- Built around current teaching practices for the continual assessment of learning, the Question and Answer module allows a teacher to verbally ask questions, gauge student answers and understanding, introduce new questioning styles to the lesson and develop peer assessment opportunities.
- For more formal student assessment, use the built-in "Test Designer" to create bespoke tests and exams. Track student progress and see question success or failure in real time. Auto-mark the test so results are available immediately.
- Find out if your students have understood the content covered during the lesson by conducting an instant survey.
- The Student Journal allows a teacher to capture and store a digital record of each lesson for later review by each student, or to share with absentees.

Tech tools

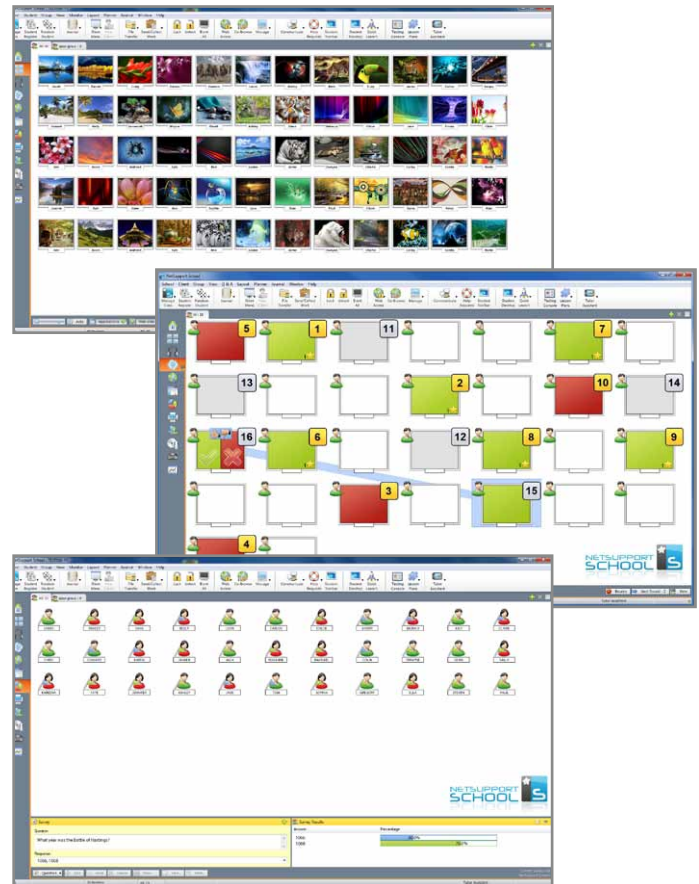
NetSupport School is not just a classroom management solution; as part of our whole school approach, we also provide a dedicated Technicians' Console to help network managers support users and manage devices across the school:

- Monitor all computers across the school network in a single view.
- Apply a school-wide set of internet and application restrictions that are 'always on'.
- Perform powerful 1:1 PC Remote Control on any selected computer.
- Provide direct technical assistance to any classroom teacher.
- Transfer files and folders to selected or all computers.
- Generate a full Hardware/Software Inventory for a selected PC.

Platform Flexibility

NetSupport offers its classroom management software across all of the leading platforms ensuring a fully future-proofed solution for our customers:

- Full Windows compatibility including the latest Windows tablets.
- Support for Mac and Linux computers (both teacher and students) with NetSupport Assist.
- Support for Chrome OS devices (both teacher and students).
- Support for mobile learning and BYOD schemes with Android and iOS tablet support.
- Support within Terminal Server, Thin/Zero Client, shared-resource and virtual desktop environments.
- For classroom assistants, a free downloadable "Tutor Assistant" app for Android and iOS devices, allowing student monitoring on the move.



Get the **NetSupport School Student App:**



Get the **NetSupport School Tutor Assistant App:**



Watch the **NetSupport School Classroom Management Video**



For more information and to download a free 30 day trial visit,

www.netsupportschool.com

NetSupport Assist

Complete Classroom Management for Mac and Linux

For Mac or Linux classrooms – and fully compatible with sister product NetSupport School – NetSupport Assist provides a complete classroom management and monitoring solution for mixed platform learning environments.

From registering attendance at the start, monitoring activity during and logging off machines at the end of the lesson, NetSupport Assist allows teachers to focus their time and attention on their students, rather than on managing the software.

View Student Activity

Monitor the entire class or selected students with high quality scalable thumbnails of each desktop. Zoom to focus on individuals or click for full 1:1 remote control.

Powerful Remote Control

Take control of the screen, keyboard and mouse of each or any student workstation where teacher assistance is required.

Real-Time Instruction

Deliver engaging presentations by showing the teacher's screen to each student desktop. Each desktop can also be locked to ensure attention.

Control Internet Use

NetSupport Assist allows teachers to instantly see which sites students are visiting and, if needed, take remedial action to block access.

Monitor Open Applications

Centrally monitor the applications in use on each and every student machine in real-time to ensure the class is always focused on the task in hand.

Move Information

Transfer files between the teacher and student machines using a simple drag and drop interface. Hand out and automatically collect files with each student's details appended.

Instant Surveys

Ensure students have understood the content covered during the lesson by polling them for instant feedback, collating and displaying results instantly.

Group Chat

Share ideas and encourage classroom collaboration by conducting on-screen discussions that include the entire class or just selected students.

Send Messages

An effective way to communicate lesson information with all or selected students. The message takes screen focus on the student's desktop.

Student Registration

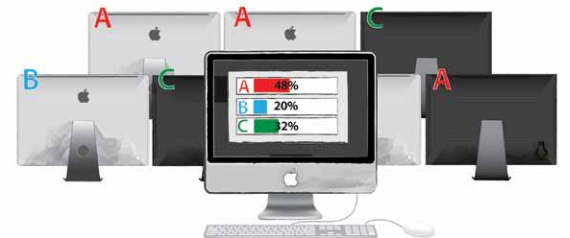
Request standard and custom information for each student at the start of the class, create an attendance report and use the provided details to personalize your lesson.

Power Management

Power On or Off all classroom computers in a single action from the teacher PC to conserve energy.



View Student Activity



Instant Surveys



Real-time Instruction



Move Information



For more information and to download a free 30 day trial visit
www.netsupportassist.com

NetSupport Notify

Desktop Alerting and Notification

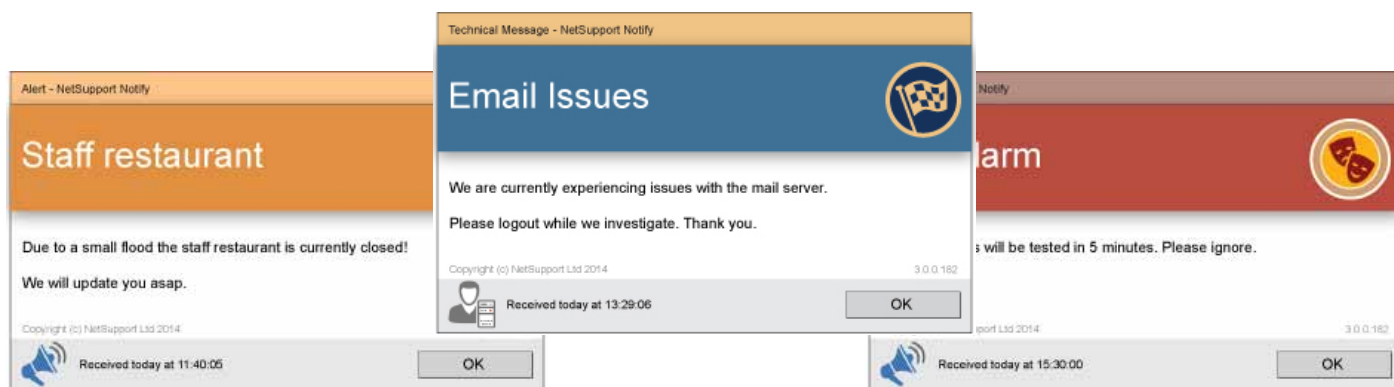
NetSupport Notify is the simple, low-cost one-way messaging and alerting tool that enables any school, college or university to communicate instantly with computer users. Whether its general news, IT announcements or critical security alerts, NetSupport Notify provides the perfect alternative to traditional messaging tools such as e-mail or school intranets that rely on the user to look for the information when they choose.

With NetSupport Notify an administrator can deliver within seconds a clear and concise message to all or selected computers, specific departments and even large unattended information panels. Each message can carry a priority level and a request for acknowledgement, providing instant visibility of who has read the notification. Delivered messages automatically takes screen focus on recipient computers, so can't be ignored, but just in case, an audible alert can also be included. Your school colours and logo can also be added for instant familiarity.

- Send notifications from a Windows PC or on the move from a tablet/ smartphone (Android and iOS).
- Send to Windows, Mac and Linux desktops or to unattended information displays.
- Prioritise and differentiate messages and alerts with clear and concise message types such as Technical, News or Critical.
- Add to your concise message by including clickable links in alerts to direct recipients to additional supporting resources.
- Fully customise alerts with school colours and logo.
- Flexible Delivery Options - display for "XX" seconds, Require User Confirm, Auto Close after "XX" seconds and so on.
- Central Audit log and detailed reporting of all messages sent, received and acknowledged.
- Schedule routine alerts to run weekly, daily, even hourly or at fixed times or dates.
- In time critical scenarios, use a hotkey combination to send pre-prepared emergency responses.
- Control ability to send alerts by Active Directory (AD) policy.
- Support for Terminal Server / Citrix clients.
- Notification gateway component included as standard for seamless and secure school-wide delivery of messages to multiple sites.



Get the **NetSupport Notify Console App**:



"When it comes to getting vital alerts and messages out across the school site, this simple and cost-effective solution has exceeded expectations. From a health and safety perspective, it offers the perfect delivery mechanism to ensure key notifications are instantly acknowledged by the recipient, rather than hoping they check emails or the intranet in a timely manner."

Warrington Collegiate

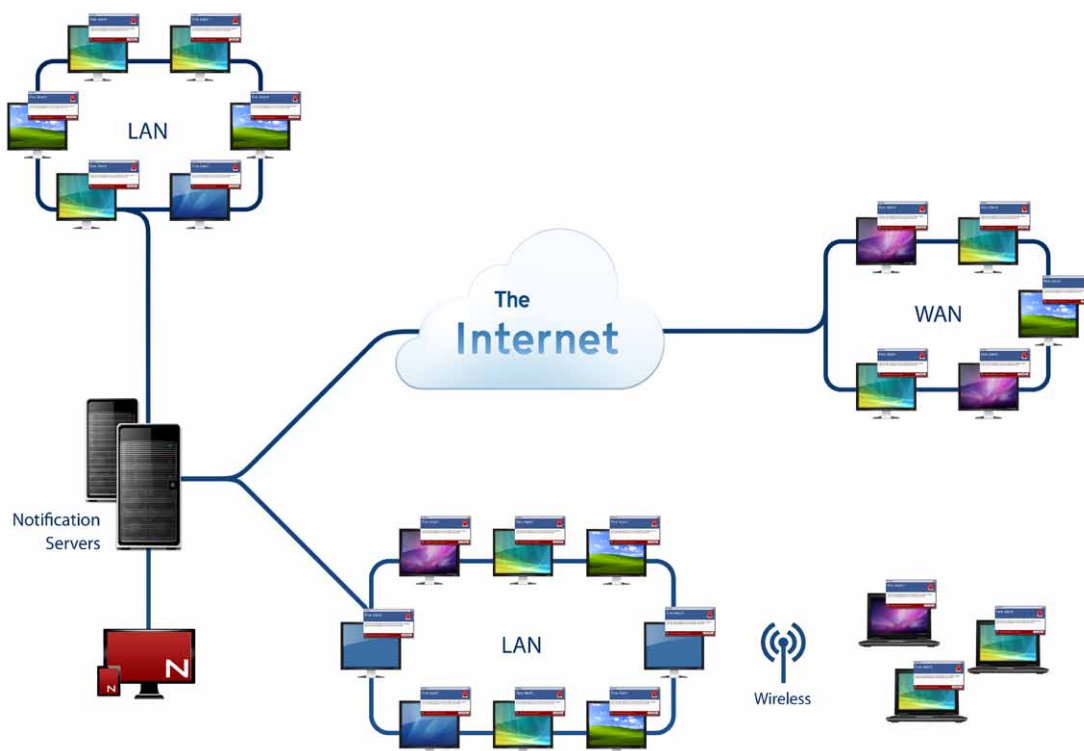
NetSupport Notify

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"When NSN is needed it will allow us to immediately contact our customers with information and instructions regarding the problem service. No more phone calls, broken calling trees, or unread emails. Favorite Features: the ease of installation; the simple, uncomplicated Client and Agent interface; The outstanding NetSupport Customer Support during our pre-purchase testing phase."

Outagamie Waupaca Library System, Wisconsin

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For more information and to download a free 30 day trial visit,
www.netsupportnotify.com

NetSupport Protect

Desktop Security and Lockdown for Windows®

Using NetSupport Protect, IT administrators can prevent unwanted changes to the OS, control the creation of content, restrict unwanted file downloads and control application usage. With easy to adopt end point security, administrators can avoid the introduction of harmful or unwanted content from external sources, yet retain the flexibility to utilise existing technology.

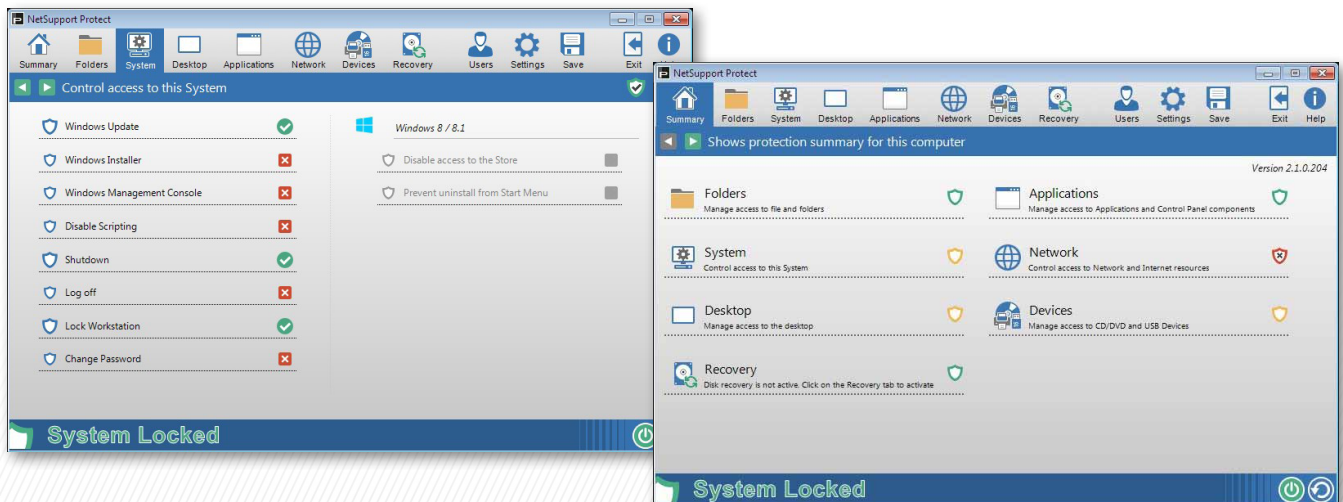
- Disable access to the Windows Store.
- Prevent uninstall from Windows 8 Start Menu.
- Restrict user-defined apps for Windows 8 from running.
- Prevent copying, deletion and renaming of files and folders.
- Hide folders and restrict creation of defined file types.
- Restrict changes to the desktop, taskbar and system settings.
- Lock control panels, task manager, command prompt and registry.
- Restrict available network drives, drive mappings and network neighbourhood.
- Prevent access to Windows systems tools.
- Prevent web browsers from running.
- Control access to external devices and prevent users installing unauthorised software.
- Share security configurations across a network.
- Integrated hard disk protection and roll-back technology.
- Centrally deploy NetSupport Protect across your LAN/WAN to all computers.
- Centrally manage and update NetSupport Protect security configurations.
- Compatible with NetSupport School classroom management.

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“As a very satisfied NetSupport School customer, we had no hesitation in selecting NetSupport Protect as we know that NetSupport solutions are of the highest calibre. NetSupport Protect has been easy to implement and configure and impressed us with its vast array of features and flexibility.”

G  rard Duvivier, Lyc  e professionnel Jean-Baptiste Carpeaux

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“You guys have great tech support and I love the program.” Orangeview Jr. High,
Anaheim Union High School District, USA

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For more information and to download a free 14 day trial visit,
www.netsupportprotect.com

NetSupport DNA

NetSupport understands that organisations have differing requirements, which is why our IT Asset Management solution is available in a flexible modular format, allowing you to pick and choose only those features that best meet the current needs of your business.

Installed and operational in under 30 minutes, NetSupport DNA combines Hardware/Software Inventory and Licence Management with detailed and fully customisable System Alerting, Software Distribution, Application/Internet Metering and Usage Control. With an innovative Energy Monitoring component, full Active Directory integration, optional ITIL-based Helpdesk and market-leading Remote Control, there has never been a better time to see how NetSupport DNA can save you money and time.

Hardware Inventory

NetSupport DNA provides one of the most comprehensive and detailed Hardware Inventory modules available on the market today. A wealth of information for specific PCs is provided, ranging from CPU types and BIOS to memory and memory slots used. Reports are displayed either for a single PC, a selected Department, condition based "Dynamic Group" or for the Company overall.

Software Inventory

Featuring a detailed summary of all installed programs and applications detected on each PC, NetSupport DNA helps organisations manage licence compliance and reduce software overspend by accurately reporting installed software and proactively identifying PCs with software that has no or low usage.

System and PC Alerting

Identify real-time changes or conditions that occur on a specific PC or in the data gathered by NetSupport DNA.

Energy Monitor

NetSupport DNA provides a positive step in the direction of efficient and cost effective energy usage. The Energy Monitor component provides a simple and concise high level summary of potential energy wastage across an organisation by computer systems that are left powered on out of specified business hours.

Application Metering and Control

Knowing how frequently a specific application is being used will allow for both effective control of software budgets and a realistic prediction of future software renewals and investments. NetSupport DNA offers an Application Metering component which reports all applications used on each Windows PC, detailing the time the application was both started and finished and the actual time it was active and in use.

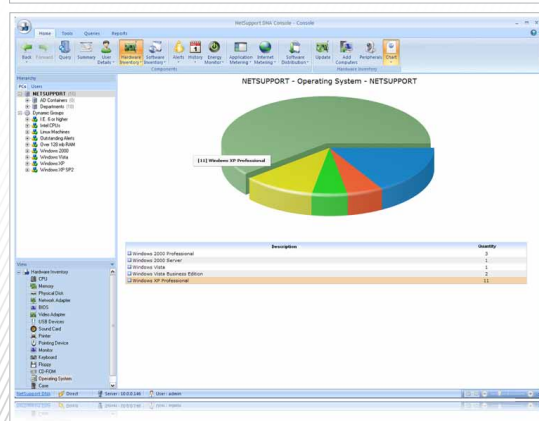
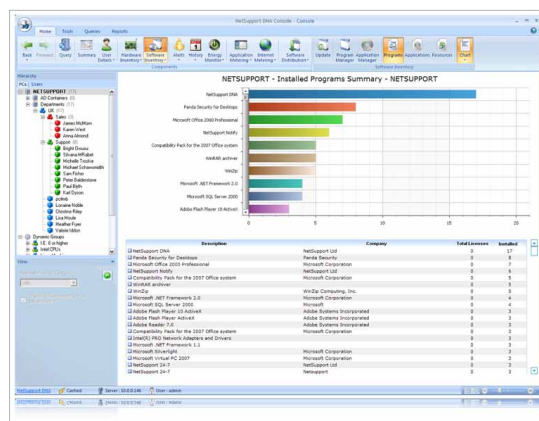
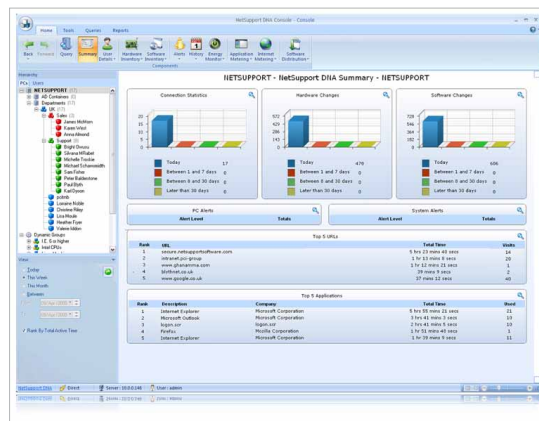
NetSupport DNA Mobile Console

Manage your IT assets on the move with the NetSupport DNA Mobile Console

Compatible with Android phones and tablets, BlackBerry PlayBook, iPhone, iPad and iPod Touch, the Mobile Console connects with your central DNA Inventory giving you access to accurate, up-to-the-minute asset data wherever you are.

Instantly find the required machine from the displayed list, by machine name or asset tag, and call up a current Hardware Inventory, view historical Hardware and Software changes and identify real-time system and PC alerts.

The NetSupport DNA Mobile Console App can be downloaded for free from the Android Marketplace or the Apple iTunes App store and is for use in conjunction with the NetSupport DNA Asset Management suite.



Get the **NetSupport DNA Mobile App**:



"In an organisation like ours, with a very dispersed network and where volunteers and professionals work together, we try to simplify our IT processes and for that we need a program like NetSupport DNA. We chose NetSupport for its ease of use and its power, as well as the ability to install DNA on other operating systems such as Linux. Our experience has been highly positive." **David Merino, Head of IT, Unicef**

NetSupport DNA

Internet Metering and Control

NetSupport DNA provides a detailed summary of internet activity on each Windows PC, allowing for effective monitoring across the enterprise. Access to websites can be controlled by the use of approved lists and restricted to certain times of the day.

Software Distribution

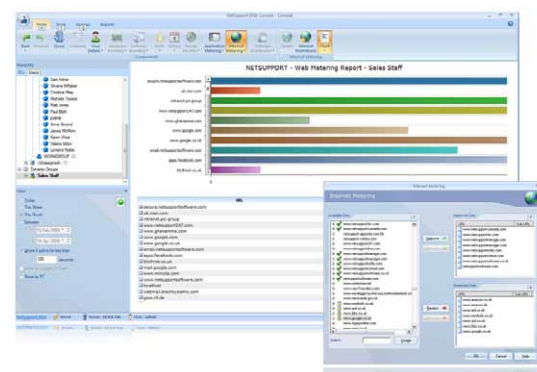
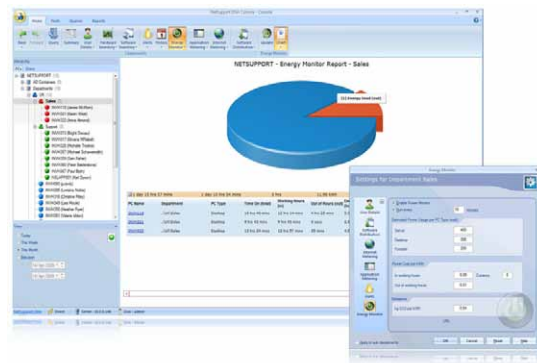
NetSupport DNA provides a multi-delivery option for Software Distribution enabling packages to be 'pushed' out to target PCs.

Remote Control

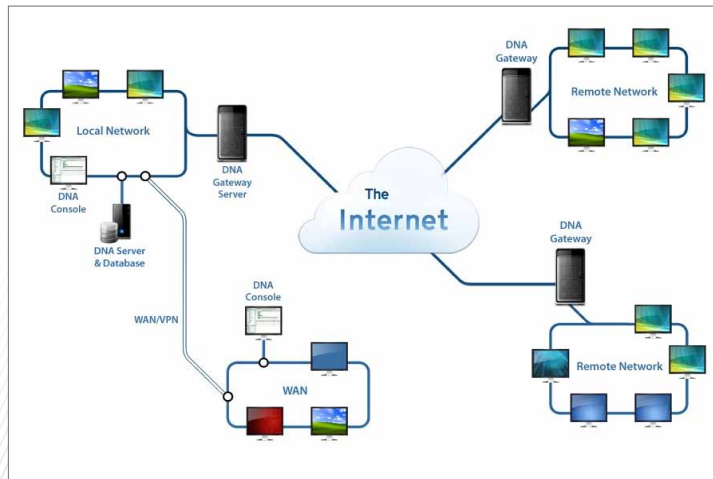
DNA Remote Control offers advanced functionality for the effective management of remote workstations. Watch, Share or Control the screen, mouse and keyboard of target PCs irrespective of operating system and network protocol. Includes full message and text chat facilities, comprehensive security, multi-platform support and desktop integration. Alternatively, for a more powerful remote control solution, the full NetSupport Manager package is offered as an extra module.

ITIL Compliant Helpdesk

Available to purchase as part of the full DNA Asset Management suite or as a standalone solution, NetSupport ServiceDesk is a powerful and entirely web-based service management solution.



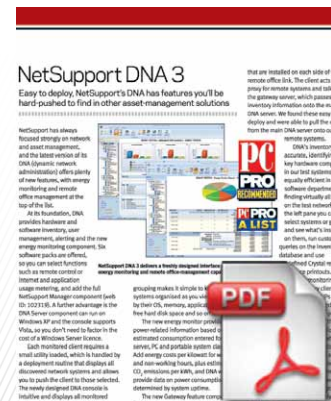
Schematic representing the extended connectivity of NetSupport DNA



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For more information and to download a free 30 day trial visit
www.netsupportdna.com

NetSupport ServiceDesk

NetSupport ServiceDesk delivers a cost-effective, easily accessible, browser-based incident management and helpdesk solution that gives school technicians and network managers the tools needed to minimise system downtime and manage user expectations.

With Incident, Problem and Change Management modules and SLA support, a fully customisable interface that supports both desktop and mobile platforms, robust workflow processes, intuitive reporting and a user-friendly self-service portal, NetSupport ServiceDesk is guaranteed to take the strain out of incident management!

Flexible and Robust Incident Management

Staff/Teachers can log incidents on-line using pre-populated templates and review current status in real time. Automatic assignment of Incidents to technician's based on pre-defined customer rules for either Problem Type or User Type.

User Management

Full user management capabilities including Active Directory integration.

Customisation

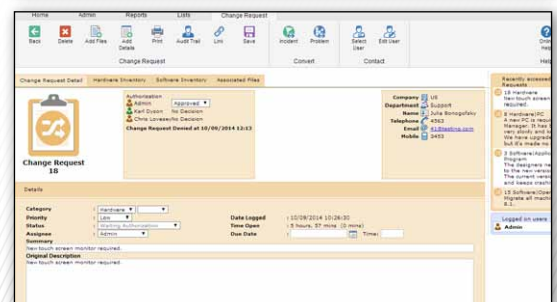
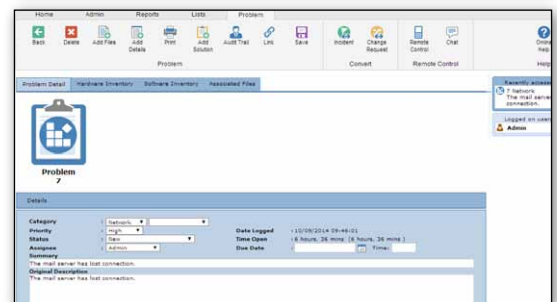
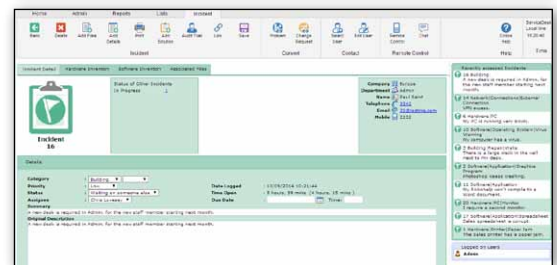
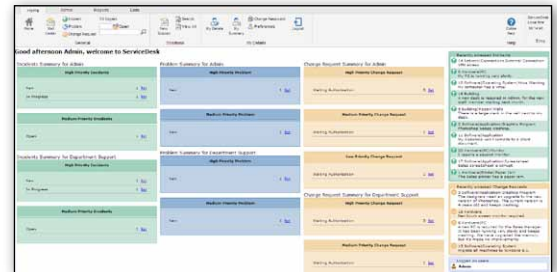
Customisation to suit your school's individual needs. Custom Data Designer allowing for customised data fields, profiled operator access with customised functionality and personalised Home and Exit pages, streamlined creation of a solutions database to aid future help.

Powerful and Detailed Reporting

NetSupport ServiceDesk offers a wealth of intuitive reports and statistics to ensure you are fully informed including: a selection of pre-defined status reports (Total Calls in, Status of Calls, Average resolution time and more); a real-time dashboard showing a rolling display of current incident statistics; and for added flexibility there's even a user-friendly custom report designer.

Automated Escalations and Notifications

Send Email Notifications using fully customisable email templates. Automatic escalation of Incidents based on customer-specific rules.



"After meeting numerous ServiceDesk suppliers, I was impressed with Netsupport's solution as this met our needs, allowing all schools and field engineers access to the ServiceDesk via a web browser. In my opinion, NetSupport ServiceDesk is very good value for money, offering features other products charge a premium for. On top of this, support provided for the product is 1st class."

**Paul Levette, IT Support Manager,
Tower Hamlets Borough Council**



For more information and to download a free 30 day trial visit
www.netsupportservicedesk.com

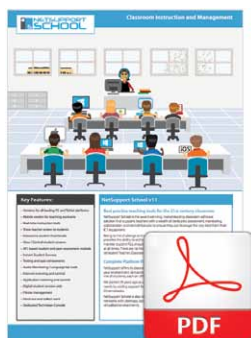


Some of NetSupport's Education Customers

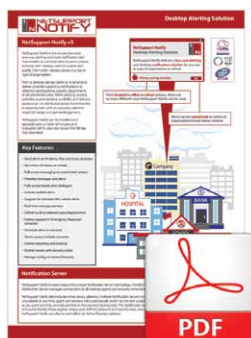
A selection of our industry awards:



For more detailed product information, please click to view the required brochure.



NetSupport School



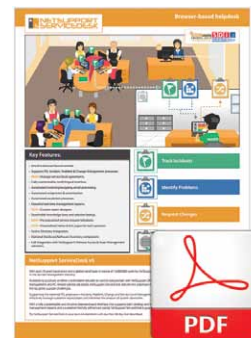
NetSupport Notify



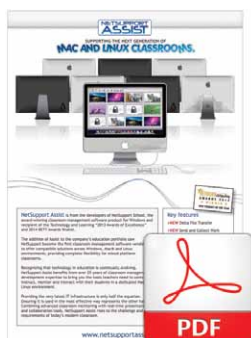
NetSupport Protect



NetSupport DNA



NetSupport ServiceDesk



NetSupport Assist